



Resource Advocate

Volunteer or Internship Position Description

Position & Responsibilities

Role Summary

Tubman Resource Advocates implement person-centered and culturally grounded practices to people of all ages, genders, and backgrounds through safety planning, crisis intervention, emotional support, information and connection to Tubman services, and referrals to community organizations. Resource Advocates provide these services by phone, e-mail, and in-person to individuals seeking support and services at Tubman and in the community. Work is on-site at Tubman Chrysalis in south Minneapolis.

Impact & Benefits

- Support people who are experiencing relationship violence, legal concerns, mental or chemical health challenges, and other forms of trauma
- Work toward removing barriers and ensuring equitable access to services

Position Responsibilities

- Provide support, advocacy, crisis intervention, and information about a range of Tubman programs/services including shelter, housing, mental and chemical health, youth, and legal
- Deliver non-judgmental, culturally competent, trauma-informed, and client-centered support
- Gather client information to assess eligibility for legal services and to make appropriate referrals
- Connect clients to community partners for additional services and resources
- Work as part of a supportive team centering client needs
- Complete accurate documentation as required

Qualifications & Expectations

Position Qualifications

- Ability to work well with those experiencing crisis and/or trauma, remaining calm and client centered throughout in-depth and sometimes emotional conversations
- Strong interpersonal communication skills, including empathetic listening and the ability to respond appropriately and respectfully to clients
- Ability to work independently and as part of a team; resourceful; emotionally mature; flexible
- Personal and/or professional experience with people from diverse backgrounds, identities, and lived experiences
- Uphold an openness to learning and commitment to enhancing skills through taking initiative, training, supervision, and coaching
- Ability to maintain a working knowledge of Tubman's services and other community resources
- Comfortable using a computer including basic computer programs, researching the internet, utilizing excellent organizational skills, and writing professional emails
- Experience in customer service, crisis intervention, human services-related work preferred
- Interest and knowledge in legal services, advocacy, and systems preferred
- Multi-cultural and multi-lingual applicants will be strongly considered

Black, Indigenous, and people of color, multilingual speakers, people of all gender identities, people with disabilities, and veterans are all encouraged to apply.

Time Commitment & Availability

- Minimum of 8 hours/week required
- 8–12-month commitment preferred, including orientation and training
- Shifts: Monday-Friday – 8 am-12 noon, 10 am-2 pm, 12 noon-4 pm, 4 pm-8 pm
- Attend Resource Advocate meeting as needed/available
- Opportunities to attend staff and team meetings as interests and time permits

Supervision & Training

- Attend Tubman’s five-part Intern/Volunteer Orientation and Training series
- Supervision and support provided by the Central Access Team Managers

Organization

Tubman offers safety, hope, and healing to people of all ages, genders, and cultural backgrounds who are facing relationship violence, sexual assault, exploitation, homelessness, addiction, mental health challenges, or other forms of trauma. We provide safe shelter and housing, legal services, mental and chemical health services, youth programs, and more. www.tubman.org

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